

Goal: SUSTAINABLE COMMUNITY DEVELOPMENT

Desired Community Condition(s)

Program Strategy: ONE STOP

49508

To ensure that development occurs expeditiously and in conformance to adopted plans, policies and regulations and that safe buildings are constructed.

Department: **PLANNING**

Service Activities

Building & Safety

Land Development Coordination

Building and Development Services

Construction Management

Strategy Purpose and Description

Provide efficient centralized development and building customer service through a government team that coordinates and expedites projects in a customer friendly manner. The primary customers are the neighborhoods, development and building communities. The purpose is to provide review and professional analysis of city-wide development activity to insure that development meets the broader public objectives as well as adopted planning and development policies and land use regulations; and review and inspect all building construction activity city-wide to guarantee conformance to adopted codes and standard construction practices. The One Stop Shop achieves several desired community conditions of the Governmental Excellence and Effectiveness Goal. They are: a) Customers conveniently access city services and officials and b) Customers can participate in their government by accessing information about services, policies, community conditions, regulations, etc.

Changes and Key Initiatives

Develop the electronic capabilities for the public to apply for a permit, schedule an inspection and check status via the internet.

Priority Objectives

Fiscal Year

Priority Objectives

2005 OBJECTIVE 6. To improve the processing and tracking of development requests, implement KIVA case tracking software by the end of the second quarter, FY/05. Develop appropriate performance measures to identify improvements resulting from the implementation and include in the FY/06 Performance Plan.

Input Measure (\$000's)

2001	110	110 GENERAL FUND	8,509
2002	110	110 GENERAL FUND	8,505
2003	110	110 GENERAL FUND	5,726
2004	110	110 GENERAL FUND	5,851
2005	110	110 GENERAL FUND	6,179

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Ensure that all buildings in Albuquerque are safe for occupants	% of buildings city wide that are inspected by the City for compliance to construction codes.	2001			98%	
		2002	98%		98%	

2003	98%	98%
2004	98%	98%
2005	98%	

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
Improve and make development, building and enforcement services more efficient, customer friendly and accessible via the internet.	<i>Purchase and begin implementing the "KIVA Citizen" computer system.</i>	2004	see notes		see notes	<i>Phase I Implementation of KIVA began.</i>
		2005	see notes			

Goal: **SUSTAINABLE COMMUNITY DEVELOPMENT**
Parent Program Strategy: ONE STOP
Department: **PLANNING**

Service Activity: Building & Safety

4982000

Service Activity Purpose and Description

The purpose is to provide a thorough and expedient plan review process that assures all building plans meet adopted Building Codes and inspect all building construction activity city-wide.
The City is in the midst of a long (eight years plus) construction boom. Building and Safety will continue to provide four hour inspection turn around times.

Changes and Key Initiatives

Begin use of electronic case tracking system for plan review and building inspection processes.

Implement new Building Codes adopted by State (IBC, IRC, IEBC, Version 2003).

Input Measure (\$000's)

2002	110	110 GENERAL FUND	3,499
2003	110	110 GENERAL FUND	3,688
2004	110	110 GENERAL FUND	4,052
2005	110	110 GENERAL FUND	4,269

Strategic Accomplishments

FY04: Implementation of KIVA (electronic case tracking system) Phase I (Building and Safety) began.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# of building permits and inspections	2001			48,171	
	2002	51,540		52,315	
# of building permits and inspections					
# of building permits and inspections	2003	52,570		68023	
	2004	63,198	35,466	64,178	
	2005	72,350			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# of electrical permits and inspections	2001			39,508	
	2002	40,281		41,139	
# of electrical permits and inspections					
# of electrical permits and inspections	2003	41,089		46,532	
	2004	47,928	24,908	48,619	
	2005	50,812			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# of plan reviews	2001			6,320	
	2002	6,000		6526	
# of plan reviews					
# of plan reviews	2003	6,123		7530	

2004	7,285	3,876	8,280
2005	7,907		

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of plumbing inspections permits and inspections	2001			65,800	
	2002	69,600		70,625	
# of plumbing inspections permits and inspections	2003	70,992		77,465	
	2004	78,724	43,489	89,135	
	2005	88,717			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Turnaround time on building inspection requests	2001			4 hrs.	
Turnaround time on building inspection requests	2002	4 hrs.		4 hrs.	
	2003	4 hrs.		4 hrs.	
Turnaround time on building inspection requests	2004	4 hrs.		4 hrs.	
	2005	4 hrs.			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Turnaround time on residential plan reviews	2001			5-8 days	
Turnaround time on residential plan reviews	2002	5-8 days		11 days	
Turnaround time on residential plan reviews	2003	11 days		11 days	
	2004	11 days		12 days	
	2005	11 days			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Turnaround time on commercial plan reviews	2001			3 weeks	
Turnaround time on commercial plan reviews	2002	3 weeks		3 weeks	
	2003	3 weeks		3 weeks	
	2004	3 weeks		3 weeks	

2005

3 weeks

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Parent Program Strategy: ONE STOP

Department: PLANNING

Service Activity: Land Development Coordination

4983000

Service Activity Purpose and Description

The Land Development Coordination Section staff provides clear, consistent and timely responses to proposals to develop property in the City. The front counter receives all development and appeal applications including the DRB, EPC, LUCC and Board of Appeals. Family Housing Development Program information is also available. Staff distributes FEMA floodplain information and directs questions appropriately.

Staff is responsible for the administration of the "One Stop" internal routing system for minor subdivision platting and site plan amendments.

The customers include property owners, developers, surveyors, planners, engineers, architects, neighborhood associations, and private individuals.

Changes and Key Initiatives

Conversion to a new case tracking system will occur.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	345
2003	110	110 GENERAL FUND	324
2004	110	110 GENERAL FUND	224
2005	110	110 GENERAL FUND	265

Strategic Accomplishments

FY/04: All DRB public hearing cases scheduled within 30 days of application.

FY/04: Land Development fees and applications are accessible on Planning's website.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
DRB applications	2001			1661	
	2002	1,545		1,631	
DRB applications	2003	1,700		1748	
DRB applications	2004	1,550	984	1796	
	2005	1,710			

<i>Quality Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
% of DRB initial public hearing cases conducted within 30 days of date of application acceptance	2001			100%	
	2002	100%		100%	
% of DRB initial public hearing cases conducted within 30 days of date of application acceptance	2003	100%		100%	
	2004	100%		100%	
	2005	100%			

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Service Activity: Building and Development Services

4985000

Service Activity Purpose and Description

Review all development projects submitted by the private/public sector for compliance with transportation, hydrology, design review, and utility development policies. Design Review Section assigns project numbers, distributes, reviews and approves all development related and CIP infrastructure construction plans, estimates, specifications and other project related documents.

Changes and Key Initiatives

Provide better customer service to the public by having all staff become familiar with KIVA case tracking system.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	1,219
2003	110	110 GENERAL FUND	1,060
2004	110	110 GENERAL FUND	1,097
2005	110	110 GENERAL FUND	1,179

Strategic Accomplishments

FY04: Revised Chapter 23 of the DPM with respect to traffic impact studies.

FY04: Created Traffic Impact Study Ordinance.

FY04: Incorporated a storm drainage pro rata method into DPM.

FY04: Revised Chapter 25 of the DPM with respect to Utility Design.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# Construction plans (required for work orders) reviews result from DRB, EPC and building permits.	2001			423	
	2002	610		469	
# Construction plans (required for work orders) reviews result from DRB, EPC and building permits.	2003	500		474	
	2004	500	258	502	
	2005	500			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# of Drainage Reports	2001			1,100	
	2002	1,378		1353	
# of Drainage Reports	2003	1,400		1277	
	2004	1,300	598	1,290	
	2005	1,300			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of Traffic Impact Studies	2001			35	
	2002	35		36	
# of Traffic Impact Studies					
# of Traffic Impact Studies	2003	35		27	
	2004	40	13	22	
	2005	35			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Water and sewer availabilities are required for approving the following applications: DRB, EPC & building permits.	2001			239	
	2002	210		209	
Water and sewer availabilities are required for approving the following applications: DRB, EPC & building permits.					
Water and sewer availabilities are required for approving the following applications: DRB, EPC & building permits.	2003	210		234	
	2004	220	93	233	
	2005	230			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Drainage report turn-around time (calendar days) in order to measure our effectiveness in meeting the scheduled deadlines for the following processes: DRB, DRC, EPC, and building permits.	2001			see notes	21 calendar days
	2002	see notes		8	8 calendar days
Drainage report turn-around time (calendar days) in order to measure our effectiveness in meeting the scheduled deadlines for the following processes: DRB, DRC, EPC, and building permits.	2003	see notes		10	6 calendar days
	2004	see notes		14	12 calendar days
	2005	12 calendar days			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Turn-around time (calendar days) for processing construction plan in order to measure our effectiveness in meeting the deadlines established in the subdivision improvement agreement's (SIA's).	2001			see notes	15 calendar days
	2002	see notes		15	10 calendar days
	2003	see notes		15	15 calendar days
	2004	see notes		12	12 calendar days
	2005	15 calendar days			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Turn-around time (working days) for processing water and sewer availabilities in order to measure our effectiveness in meeting scheduled deadlines for the following processes: DRB, DRC, EPC, and building permits.	2001			see notes	10 working days
	2002	see notes		7	9 working days
	2003	8 working days		10 working days	
	2004	see notes		29 days	Includes additional time (19 days) to process separate water tapping permits. Coordination with the Water Authority.
	2005	10 working days			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
TIS turn-around time (working days) in order to measure our effectiveness in meeting the scheduled deadlines for the following processes: DRB, DRC, EPC, and building permits.	2001			9	

TIS turn-around time (working days) in order to measure our effectiveness in meeting the scheduled deadlines for the following processes: DRB, DRC, EPC, and building permits.	2002	9 days	7 days	
	2003	see notes	7 days	7 working days
	2004	see notes	7 days	7 working days
	2005	7 working days		

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Department: PLANNING

Service Activity: Construction Management

4986000

Service Activity Purpose and Description

The newly organized construction management service activity will provide oversight inspections for all private development projects beginning in FY/03. This reorganization will facilitate the processing of Work Orders from the design stage to the City's acceptance of the project and minimize our personnel requirements.

Changes and Key Initiatives

Revise Chapter 5 of the DPM by updating/creating standard for private development inspections by City inspectors.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	3,442
2003	110	110 GENERAL FUND	654
2004	110	110 GENERAL FUND	478
2005	110	110 GENERAL FUND	466

Strategic Accomplishments

FY04: Provided oversight inspections on private development projects, and 2 hour turnaround for inspections on field problems.

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Provide oversight inspections for all public infrastructure projects constructed by the private sector.	2004	3900	1950	3900	Inspections
	2005	see notes			4000 inspections

<i>Quality Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Inspection oversight response time.	2004	2 hours		2 hours	Response time for inspection requests.
	2005	2 hours			